

DEPARTMENT OF SOCIAL SERVICES

744 P Street, Sacramento, California 95814



May 22, 2003

ALL COUNTY INFORMATION NOTICE I-32-03

TO: COUNTY WELFARE DIRECTORS
FOOD STAMP COORDINATORS**REASON FOR THIS TRANSMITTAL**

- ☐ State Law Change
- ☐ Federal Law or Regulation Change
- ☐ Court Order
- ☐ Clarification Requested by One or More Counties
- ☒ Initiated by CDSS

SUBJECT: ANNUAL COUNTY FOOD STAMP PROGRAM (FSP) QUESTIONNAIRE
AND REVIEW OF HOURS OF OPERATION AND ACCESS AND
AWARENESS ACTIVITIES

REFERENCE: Manual Sections 63-104.21(h) and 63-205.1, All County Letter 94-11

To ensure that the needs of recipients are adequately met, the Food Stamp Policy Bureau is requesting that all County Welfare Directors complete the Annual County FSP Questionnaire and Review of Hours of Operations and Access and Awareness Survey. State regulations require that County Welfare Departments (CWDs) complete an annual survey and review of hours of operation of the FSP offices.

BACKGROUND

As with prior surveys conducted over the years, the information provided on the questionnaire is useful to the California Department of Social Services in meeting statewide program needs and in responding to information requests regarding the administration of the FSP by CWDs. This information also may be used in the evaluation of legislative proposals and regulatory changes. Information compiled from the Access and Awareness Activities portion of the questionnaire will assist in the development of next year's outreach campaign to increase food stamp participation.

QUESTIONNAIRE

The combined questionnaire is divided into three parts: Certification, Issuance, and the Survey of Hours of Operations and Access and Awareness Activities. Responses to the attached questionnaire should reflect county operations as of July 1, 2003. Please include any projected activities for the remainder of the year.

Page Two

Please return the attached completed questionnaire no later than August 1, 2003 to:

***California Department of Social Services
Food Stamp Policy Bureau
744 P Street, MS 16-32
Sacramento, CA 95814
Attn: Katie Kwiatek***

If you prefer, you may mail your response to the above address or contact Katie Kwiatek for an electronic copy to complete and return via email to katherine.kwiatek@dss.ca.gov. The fax number for Katie Kwiatek is (916) 657-1806.

For your information and use, as well as to assist you in updating your responses, attached is a summary of the responses to the July 1, 2002 survey. The attached summary has been divided into three sections: Certification (Attachment A), Issuance (Attachment B), and Access and Awareness Survey (Attachment C). If you have any questions or comments regarding this notice, please contact Katie Kwiatek, Food Stamp Policy Implementation Unit, at (916) 654-1898.

Sincerely,

Original Signed by:
RICHTON YEE, Chief
Food Stamp Branch

Attachments

**ANNUAL COUNTY FOOD STAMP PROGRAM SURVEY ON HOURS OF
OPERATIONS AND ACCESS AND AWARENESS ACTIVITIES**

(AS OF August 1, 2003)

COUNTY:_____

SURVEY COMPLETED BY:

A: CERTIFICATION

Name:_____

Title/Position:_____

Phone Number:_____

B: ISSUANCE

Name:_____

Title/Position:_____

Phone Number:_____

C: ACCESS AND AWARENESS ACTIVITIES

Name:_____

Title/Position:_____

Phone Number:_____

Part A: Certification

1. Certification Sites

ADDRESS	HOURS/DAYS OPEN TO THE PUBLIC	* EXTENDED HOURS	SERVICES 1/

TOTAL CERTIFICATION SITES:_____

- 1/ AP= Applications Provided
 AA= Applications Accepted
 ESS= Expedited Service Screening
 IC= Interviews Conducted
 ALL= All of the above

- * Please indicate how the County Welfare Department's (CWD's) hours of operation have taken into consideration the needs of working recipients, including lunch hours. CWDs may decide the methodology to be used in making this determination. If necessary, California Department of Social Services staff will contact CWDs to discuss any issues identified during the review. If additional guidance in completing the review is needed, please refer to All County Letter 94-11, dated February 14, 1994. This is required by 7 CFR 272.4(g) and M.P.P. 63-205.1; at least once annually, ALL local administering agencies (CWDs) must review the hours of operation of Food Stamp offices to ensure that the needs of recipients who work are adequately met. This review must consider both certification and issuance offices and must be retained at the state level for review by the United States Department of Agriculture, Food and Nutrition Service.

B: ISSUANCE

1. Issuance Sites

NAME AND TYPE OF AGENT*	TYPES OF ISSUANCE**	% OF ISSUANCE TOTAL	TRANSACTION FEE***	# OF SITES	HOURS AND DAYS OF OPERATION

TOTAL NUMBER OF ISSUANCE SITES:_____

*Name: CWD, other county office, other (specify)

**Type: Indicate if agent operates a check cashing (CC) business, Direct Mail (DM), Authorization Document Mail (ADM), OnLine (FSOLIS/FAIR), Authorization Document Over-the-Counter (ADOTC), Household Issuance Record (HIR), Electronic Benefit Transfer (EBT), other (please specify).

***Applies only to contracted issuance.

2. If direct mail issuance is used, over what period of time does your county stagger coupon mailing?

- ☐ 1st through 10th
☐ 1st through 15th
☐ Other (specify):_____
☐ N/A

3. If you use a food stamp on-line issuance system, do you plan any operational changes in the next 12 months?

☐ NO

☐ YES _____

(i.e. change in vendor, switch from/to
service bureau to/from CWD)

☐ N/A

4. If you plan to change type of issuance system or method of delivery (i.e. mail, OTC, etc) within the coming 12 months, please indicate.

Current type to be changed _____

Type to change to _____

Estimated date _____

5. Does your county have a waiver from doing either mail or OTC delivery method?

☐ YES (please attach documentation)

☐ NO

C: ACCESS AND AWARENESS ACTIVITIES

Check applicable boxes

The County of _____ does the following:

- ☐ Makes applications accessible directly to clients.
How: _____
- ☐ Makes multi-language applications available in ☐ Spanish ☐ Russian
☐ Chinese ☐ Vietnamese ☐ Other _____
- _____
- ☐ Makes use of staff to provide assistance to food stamp clients in filling out application form or answering questions. Explain process:

- ☐ Makes use of in-home visits to accommodate the elderly or disabled.
- ☐ Makes use of in-home visits to those lacking available transportation.
- ☐ Makes use of Food Stamp eligibility workers at non-traditional sites.
Site locations: _____

- ☐ Makes use of a food stamp benefit reevaluation process for recipients leaving CalWORKs.
Explain process: _____

- ☐ Provides food stamp educational materials at:
- ☐ County FS Office ☐ Food Banks ☐ Medi-Cal Office ☐ Healthy Family sites ☐ Community Centers ☐ Adult Assistance Programs
☐ Libraries ☐ Grocery Stores ☐ Faith Based Organizations ☐ CBO's
☐ Schools ☐ Daycare centers ☐ Healthcare Facilities
☐ Other: _____

When returning this survey, we would appreciate you providing us with any county developed outreach and educational materials you use.

- ☐ Maintains a “Hotline” that includes Food Stamp information.

Number: _____

Hours of operation: _____

- ☐ Uses local media for broadcasting public service announcements that include Food Stamp Program information.

- ☐ Provides educational materials or presentations to sites targeting migrant workers.

Sites: _____

- ☐ Participates in Community Events: Partners with other organizations such as school districts and healthcare clinics in Food Stamp Outreach activities; conducts food stamp education presentations to local community groups.

Organization/School/Community Group: _____

Describe: _____

- ☐ Makes use of committee/task force for collaborative outreach efforts by partnering with other Health and Human Service Program(s), schools, CBOs, etc.

Program(s): _____

Committee/task force: _____

Activities: _____

- ☐ Has CWD provided other food stamp outreach activities or planned for future use.

Describe (future use, list approximate implementation date):

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



ATTACHMENT A

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

FOOD STAMP BRANCH

**2001/2002
CERTIFICATION**

COUNTIES	#OF SITES	HRS/DAYS	SERVICES 1/
ALAMEDA	7	8:30-5 M-F Extended hours available	All
ALPINE	1	8-5 M-F Extended hours available	All
AMADOR	1	8-5 M-F Extended hours 7-8 a.m. 5-6 p.m.	All
BUTTE	2	7:30-5 M-F Extended hours available	All
CALAVERAS	1	9-4 M-F Appointment only 7-9 or 4-6 or 12-1 Extended hours available	All
COLUSA	4	8-4:30 M-F (3) 8-4 M-F Extended hours available	All
CONTRA COSTA	11	8-5 M-F	All
DEL NORTE	1	9-3 M-F Extended hours 8-5	All
EL DORADO	2	8-5 M-F Extended hours available	All
FRESNO	16	*Various Extended hours available	All
GLENN	2	8-5 M-F	All
HUMBOLDT	3	8:30-5 M-F Extended hours available	All
IMPERIAL	7	8-5 M-F 7-5 M-F Extended hours available	All
INYO	3	8:00-5 M-F Extended hours available	All
KERN	8	7:30-5:30M-F	All

**2001/2002
CERTIFICATION**

COUNTIES	#OF SITES	HRS/DAYS	SERVICES 1/
KINGS	2	8:30-4 M-F Extended hours available	All
LAKE	1	8-4 M-F Extended hours available	All
LASSEN	1	8-5 M-F Extended hours available	All
LOS ANGELES	33	7-3 M-F	All
MADERA	3	8-5 M-F Extended hours available	All
MARIN	3	(1) 7:15-4:45 M-F (1) 8:30-5 M-F (1) 8-4 M-F	All
MARIPOSA	2	(1) 9-4 M-F (1) 9-1 2 nd & 4 th Weds Extended hours 8-9 a.m. 4-5 p.m.	All
MENDOCINO	2	7-5 M-F Extended hours 7-8 a.m.	All
MERCED	2	8-5 M-F Extended hours available	All
MODOC	1	10-4 M-F Extended hours available	All
MONO	2	8:00-5 M-F	All
MONTEREY	3	8-5 M-F	All
NAPA	2	(1) 8-5 M-F Extended hours 8-7 Tuesday Wednesday 8-8	All
NEVADA	3	(2) 9-4 M-F (1) 8-5 M-F Extended hours available	All
ORANGE	14	7-5 M-F	All

**2001/2002
CERTIFICATION**

COUNTIES	#OF SITES	HRS/DAYS	SERVICES 1/
PLACER	3	8-5 M-F	All
PLUMAS	1	8-5 M-F Extended hours available	All
RIVERSIDE	12	7:00-6:00 M-F Extended hours available	All
SACRAMENTO	48	8-5 M-F (3) 8 a.m. to 9 p.m. M-F Extended hours available	All
SAN BENITO	3	8-5 M-F	All
SAN BERNARDINO	15	9-4 M-F Extended hours 7-9 a.m. 4-6 p.m.	All
SAN DIEGO	16	6:45-5 M-F & 7-5 M-F 8-5 M-F	All IC
SAN FRANCISCO	5	8-5 M-F 7:30-5 Mission st. Extended hours available	All
SAN JOAQUIN	1	8-5 M-F	All
SAN LUIS OBISPO	5	8-5 M-F Extended hours available	All
SAN MATEO	9	8-5 M-F	All
SANTA BARBARA	6	8-4 M-F Extended hours available	All
SANTA CLARA	10	8-5 M-F Extended hours available	All
SANTA CRUZ	4	8-5 M-F Extended hours available	All
SHASTA	3	(2)8-5 M-F (1)7:30-5:30	All
SIERRA	2	8-5 M-F Extended hours available	All

**2001/2002
CERTIFICATION**

COUNTIES	#OF SITES	HRS/DAYS	SERVICES 1/
SISKIYOU	2	8-5 M-F Extended hours 7-8 a.m. 5-6 p.m	All
SOLANO	5	8-5:30 M-F Extended hours available	All
SONOMA	3	8-5 M-F Extended hours available	All
STANISLAUS	14	8:30-4:30 M-F	All
SUTTER	1	8-5 M-F Extended hours available	All
TEHAMA	2	8-5:00 M-F Extended hours 7 a.m. to 5:30 p.m.	All
TRINITY	3	(1) 8-5:00M-F (1) 9:30-3:00 Weds. (1)10-3 1 st Tues every other month Extended hours available	All All
TULARE	5	8-6 M-F Extended hours available	All
TUOLUMNE	1	8-4 M-F Extended hours by Appt	All (M-Th) AP, AA, ESS
VENTURA	12	8-5 M-F	All
YOLO	2	8-5 M-F Extended hours available	All
YUBA	2	8-5 M-F Extended hours by Appt	All

AP = Applications Provided

AA = Applications Accepted

ESS= Expedited Services Screening

IC = Interviews Conducted

All = All of the above

* (6) opened 8 hours a day, M-F

(2) opened 6 hours a day, M-F

(1) opened 6 hours a day, M, T, Th, F

(1) opened 7 hours a day, F

(1) opened 3 hours a day, T, F

(1) opened 3 hours a day, T, Th

(2) opened 7 hours M,T,Th,F

(1) opened 2 hours 4th Thurs of month

(1) opened 2 hours 1st Thurs of month

(1) opened 2 hours 1st Monday of the month



ATTACHMENT B

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

FOOD STAMP BRANCH

2001/2002
ISSUANCE

COUNTIES	AGENT 1/ TYPE	ISSUANCE 2/ TYPE	% OF TOTAL	# OF SITES	HOURS/ DAYS	COUPONS STAGGERED
ALAMEDA	CC	EBT	100	7	24hrs M-Sun Extended hours avail	
ALPINE	CWD	DM, ADOTC	100	1	8-5 M-F Extended hours avail	1 st -10th
AMADOR	CWD	DM	100	1	8-5 M-F Extended hours avail	1st-10th
BUTTE	OTHER	DM	100	1	N/A Extended hours avail	1st-10th
CALAVERAS	CWD	DM/ADOTC	100	1	1:30-4 M-F Working Days Extended hours avail	1st-6th
COLUSA	OTHER	DM	100	1	N/A Extended hours avail	1st - 10th
CONTRA COSTA	CC	ADOTC DM, ADM	100	9	9:30-6 M-S 11-3 Sun	1st-10th
DEL NORTE	CWD	DM ADOTC	15 85	1	10-3 M-F Extended hours avail	1st 10 Working Days
EL DORADO	OTHER	DM	100	1	N/A Extended hours avail	1st - 10th
FRESNO	CC	DM FAIR	3 97	9	N/A 9-6 M-S Extended hours avail	1st - 10th
GLENN	OTHER	DM	100	1	8-5 M-F	1st - 10th
HUMBOLDT	CWD OTHER	ADOTC DM	97.2 2.8	3	8:30-5 M-F Extended hours avail	1st - 15 th
IMPERIAL	CWD	ADOTC DM	94 6	1	7-4 M-F Extended hours avail	N/A
INYO	CWD	DM	100	1	8-5 M-F Extended hours	N/A 7-8 5-7

2001/2002
ISSUANCE

COUNTIES	AGENT 1/ TYPE	ISSUANCE 2/ TYPE	% OF TOTAL	# OF SITES	HOURS/ DAYS	COUPONS STAGGERED
KERN working	CWD	CC ADM ADOTC DM	1 22	11 77	9-6 M-S	1st 10
KINGS	CC	ADOTC DM	95 5	1	8-4 M-F, F Sat 9-9 11-3 Sun. Ext hrs avail.	
LAKE	CWD	ADOTC DM	77 23	1	9-4 M-F Ext. Hrs avail.	1 st 15 Working Days
LASSEN	CWD	DM ADM	38 62	2	(1)8-5 M-F (1)9-4 Ext. Hrs avail.	N/A 1 st 15 Working Days
LOS ANGELES	CC	OL	100	98	Various	N/A
MADERA	CC	ADM	100	2	9:30-6 M-F 9:30-4 Sat	N/A Ext. Hrs avail
MARIN	OTHER	DM	100	1	7:30-4:45 M-F	
MARIPOSA	CWD	ADOTC	100	2	9-4 M-F 9-1 2nd W	N/A Ext. Hrs avail
MENDOCINO	CWD	DM FSOLIS	40 60	2	7-5 M-F Extended hours 7-8	1st-15th
MERCED	CC	DM OL	100	3	9-6 M-Th 9-7 F, 9-5 Sat	1 ST - 15th Ext. Hrs avail
MODOC	CWD	DM	100	1	10-4 M-F Ext. Hrs avail	1 st of the month
MONO	CWD	DM	100	1	8-5 M-F	1st-5th
MONTEREY	OTHER	DM ADOTC	94 6	2	8-5 M-F	1st-10th
NAPA	CWD	DM	100	1	8-5 M-F Ext. Hrs avail	N/A
NEVADA	CWD	DM ADOTC	86 14	1	8-4 M-F Extended hours	1st-10th by appt.

2001/2002
ISSUANCE

COUNTIES	AGENT 1/ TYPE	ISSUANCE 2/ TYPE	% OF TOTAL	# OF SITES	HOURS/ DAYS	COUPONS STAGGERED
ORANGE	CC	ADOTC	92	6	9-8 M-F	Last Working Day
	OTHER	DM	6	1	9-5 Sat	
	CWD	Expedited	2	16	11-3 Sun	
PLACER	CWD	DM	50	2	10-5 M-F	1st -4 Th Working Day
		ADOTC	50			
PLUMAS	CWD	DM	98	1	8-4 M-F	1st 5 Working Days Extended hours lunch hour.
		ADOTC	2			
RIVERSIDE	CC	DM	100	8	9-6 M-F	1st-15th Extended hours
		FSOLIS			9-4 Sat	
SACRAMENTO	OTHER	FAIR	77	6	9:30-6:30 M-S	1st-10th Extended. hours
		DM	23			
SAN BENITO	CWD	DM	100	1	8-5 M-F	1st-10th
SAN BERNARDINO	CC	EBT	100	866	Various	N/A
SAN DIEGO	CWD	EBT	100	0	Cash Out	N/A
SAN FRANCISCO	CC	OL	99	4	7:30-5 M-S	N/A Extended hours avail.
		DM	1			
SAN JOAQUIN	CC	DM	1	9	8-8 M-F	4th-12th
		ADM	90		9-5 Sat	
		ADOTC	9		10-4 Sun	
SAN LUIS OBISPO	CWD	DM	95	1	8-5 M-F	1st – 10th Extended hours avail.
		ADOTC	5			
SAN MATEO	CC	DM	1	2	Sun 10-4	1st-15th
		ADM	91		9-7 M-F	
		ADOTC	8		9-5 Sat	
SANTA BARBARA	OTHER	DM	100	1	N/A	1st-15th Extended hours avail

2001/2002
ISSUANCE

COUNTIES	AGENT 1/ TYPE	ISSUANCE 2/ TYPE	% OF TOTAL	# OF SITES	HOURS/ DAYS	COUPONS STAGGERED
SANTA CLARA	OTHER	DM FSLOS/FAIR	.80 99.20	6	9-6 M-F 9:30-2:30 1st Sat. Extended hours avail	N/A
SANTA CRUZ	OTHER CWD	DM ADOTC	99. .1	1	10-5 M-F Extended hours avail	1st-10th
SHASTA	CWD	DM ADOTC	95 5	1	7:30-5:30 M-F Working Days	1st 9
SIERRA	CWD	DM HIR	99 1	1	8:00 -12 M-F Extended hours avail	1st of the Month
SISKIYOU	CWD	DM ADOTC	80 20	1	1:30-4:30 M-F Extended hours avail	1st-4th
SOLANO	OTHER	DM FAIR/ADOTC	11 89	3	Various Extended hours avail	1st-15th
SONOMA	CWD	DM ADOTC	70 30	1	8-5 M-F Extended hours avail	4th-13th
STANISLAUS	CC	ADOTC	100	8	Various	N/A
SUTTER	CWD	DM ADOTC	70 30	1	2:30-3:45 M-F Extended hours avail	1st-10th
TEHAMA	OTHER	DM	100	1	N/A Extended hours avail	1st-10th
TRINITY	CWD	ADOTC DM	100	1	8-5:00 M-F Extended hours avail	1st-10th
TULARE	CC	FAIR/DM	100	6	9:00-7 M-S Extended hours avail	1st-10th
TUOLUMNE	CC	ADOTC DM	99.9 .1	1	9-6 M-F 9-4 Sat	N/A
VENTURA	CC	OL	100	4	9-6:30 M-F 9-5:30 Sat 11-4:30 Sun	N/A

2001/2002
ISSUANCE

<u>COUNTIES</u>	<u>AGENT 1/ TYPE</u>	<u>ISSUANCE 2/ TYPE</u>	<u>% OF TOTAL</u>	<u># OF SITES</u>	<u>HOURS/ DAYS</u>	<u>COUPONS STAGGERED</u>
YOLO	CWD	FSOLIS	100	2	8:30-4:15 M-F Extended hours avail	N/A
YUBA	CWD	DM ADOTC	80 20	1	2-4:00 M-F Working Days Extended hours avail	1st 9th

1/	CC	=	Check Cashing	2/	ADM	=	Authorization Documentation Mail
	CWD	=	County Welfare Department		ADOTC	=	Authorization Document Over-the-Counter
	OTHER	=	None of the Above		DM	=	Direct Mail
					HIR	=	Household Issuance Record
					OL	=	FS Online Issuance System



ATTACHMENT C

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

FOOD STAMP BRANCH

C: ACCESS AND AWARENESS ACTIVITIES

COUNTIES	Ala	Alp	Ama	Bte	Cal	Col	CC	ED	Fre	Gle	Hum
Access Activities											
Applications directly accessible	X	X		X	X	X	X	X	X	X	X
Multi-Language applications	X	X	X	X	X	X	X	X	X	X	X
Assistance available in completing applications	X	X	X	X	X	X	X	X		X	X
Streamline application process		X		X	X	X		X	X		
In-home visits elderly & disabled		X	X	X		X	X	X	X		
In-home visits no available transportation		X		X			X	X	X		
Outstationing eligibility workers						X	X	X	X		X
Re-evaluates FS benefits on cash-aid leavers	X	X	X	X	X	X	X	X	X	X	
Awareness Activities											
Provides FSP educational materials	X	X	X	X	X	X	X	X	X	X	X
Participates in community events			X	X	X	X	X	X	X	X	X
Partners with other government agencies			X	X	X	X	X		X	X	X
Partners with other organizations	X		X	X	X				X		X
Maintains a food stamp "hotline"	X			X			X		X		
Hotline has a live operator	X			X							
Uses local media for public service announcements	X								X		
Conducts FSP presentations to community	X				X		X				X
Targets migrant workers	ON RQST			X	X	ON RQST			X		
Uses committee/taskforce for collaboration	X				X		X		X		X

Ala -- Alameda

Alp -- Alpine

Ama -- Amador

Bte --Butte

Cal -- Calaveras

Col -- Colusa

CC -- Contra Costa

ED -- El Dorado

Fre -- Fresno

Gle -- Glenn

Hum --Humboldt

C: ACCESS AND AWARENESS ACTIVITES

COUNTIES	Imp	Ino	Ker	Kin	Lak	Las	LA	Mad	Mrn	Mpa	Men
Access Activities											
Applications directly accessible		X	X		X		X	X	X		X
Multi-Language applications	X	X	X	X	X	X	X	X	X	X	X
Assistance available in completing applications	X	X	X	X	X	X	X	X	X	X	X
Streamline application process	X	X	X	X		X		X	X		X
In-home visits elderly & disabled		X	X	X	X	X		X	X	X	X
In-home visits no available transportation		X	X	X		X		X	X		
Outstationing eligibility workers	X		X	X		X	X	X	X		X
Re-evaluates FS benefits on cash-aid leavers	X	X	X	X	X	X	X		X		X
Awareness Activities											
Provides FSP educational materials	X	X	X	X	X	X	X	X	X	X	X
Participates in community events	X	X	X	X	X	X	X	X		X	X
Partners with other government agencies	X	X	X	X		X	X		X		X
Partners with other organizations	X		X	X	X		X		X		X
Maintains a food stamp "hotline"	X		X				X		X		X
Hotline has a live operator	X								X		
Uses local media for public service announcements			X	X		X					X
Conducts FSP presentations to community			X	X					X		X
Targets migrant workers			X	X				X			X
Uses committee/taskforce for collaboration	X		X		X		X		X		X

Imp - Imperial

Ino -- Inyo

Ker – Kern

Kin - King

Lak – Lake

Las - Lassen

Mad - Madera

Mrn - Marin

Mpa – Mariposa

LA - Los Angeles

Men – Mendocino

C: ACCESS AND AWARENESS ACTIVITES

COUNTIES	Mer	Mod	Mno	Mon	Nap	Nev	Ora	Pla	Plu	Riv	Sac	SBdo
Access Activities												
Applications directly accessible		X	X	X	X	X	X	X	X	X	X	X
Multi-Language applications	X	X	X	X	X	X	X	X	X	X	X	X
Assistance available in completing applications	X	X	X	X	X	X	X	X	X		X	X
Streamline application process	X	X		X	X	X	X	X			X	X
In-home visits elderly & disabled	X	X		X	X	X	X	X	X	X	X	X
In-home visits no available transportation				X	X	X	X	X			X	X
Outstationing eligibility workers	X		X			X	X	X		X	X	X
Re-evaluates FS benefits on cash-aid leavers	X	X	X	X	X	X	X	X		X	X	X
Awareness Activities												
Provides FSP educational materials	X	X	X	X	X	X	X	X	X	X	X	X
Participates in community events	X	X		X		X	X	X			X	
Partners with other government agencies				X			X	X		X	X	X
Partners with other organizations		X		X	X	X	X	X			X	
Maintains a food stamp "hotline"	X							X			X	X
Hotline has a live operator											X	X
Uses local media for public service announcements											X	
Conducts FSP presentations to community				X			X	X			X	
Targets migrant workers				X							X	
Uses committee/taskforce for collaboration				X				X			X	X

Mer – Merced

Mno – Mono

Mod – Modoc

Mon -- Monterey

Nap - Napa

Nev - Nevada

Ora - Orange

Plu - Plumas

Riv - Riverside

Sac – Sacramento

Sbdo -- San Bernardino

Pla - Placer

C: ACCESS AND AWARENESS ACTIVITES

COUNTIES	SD	SF	SJ	SLO	SM	SB	SCL	SCr	Sha	Sie
Access Activities										
Applications directly accessible	X	X	X	X	X	X		X	X	X
Multi-Language applications	X	X	X	X	X	X	X	X	X	X
Assistance available in completing applications	X	X	X	X	X	X		X	X	X
Streamline application process	X	X	X	X	X	X		X		X
In-home visits elderly & disabled	X	X	X	X	X	X		X	X	X
In-home visits no available transportation	X				X	X		X		X
Outstationing eligibility workers	X	X	X	X	X	X		X	X	
Re-evaluates FS benefits on cash-aid leavers	X	X	X	X	X	X		X	X	X
Awareness Activities										
Provides FSP educational materials	X	X	X	X	X	X	X	X	X	X
Participates in community events	X	X		X	X			X		X
Partners with other government agencies	X	X		X	X	X	X	X		
Partners with other organizations	X	X		X		X	X	X		
Maintains a food stamp "hotline"	X	X		X			X	X	X	
Hotline has a live operator				X				X	X	
Uses local media for public service announcements	X									
Conducts FSP presentations to community	X	X		X	X	X	X	X		
Targets migrant workers				X	X	X				
Uses committee/taskforce for collaboration	X	X		X	X	X	X	X	X	

SD – San Diego

SF – San Francisco

SJ – San Joaquin

SLO – San Luis Obispo

SM – San Mateo

SB – Santa Barbara

SCI – Santa Clara

SCr – Santa Cruz

Sha - Shasta

Sie - Sierra

C: ACCESS AND AWARENESS ACTIVITES

COUNTIES	Sis	Sol	Son	Sta	Sut	Teha	Tri	Ven	Yolo	Yub
Access Activities										
Applications directly accessible	X	X	X	X	X		X	X		
Multi-Language applications	X	X	X	X	X	X	X	X	X	X
Assistance available in completing applications	X	X	X	X	X	X	X	X	X	X
Streamline application process	X		X	X	X	X	X	X		
In-home visits elderly & disabled	X	X	X	X	X	X	X	X	X	X
In-home visits no available transportation	X		X	X	X			X	X	X
Outstationing eligibility workers		X	X	X					X	X
Re-evaluates FS benefits on cash-aid leavers		X	X	X	X	X	X	X	X	X
Awareness Activities										
Provides FSP educational materials	X	X	X	X	X	X	X	X		X
Participates in community events		X	X	X	X	X		X	X	X
Partners with other government agencies		X	X	X				X	X	
Partners with other organizations			X	X	X		X		X	
Maintains a food stamp "hotline"		X	X	X						
Hotline has a live operator				X						
Uses local media for public service announcements			X	X		X				
Conducts FSP presentations to community		X	X	X	X	X				
Targets migrant workers		X	X	X					X	
Uses committee/taskforce for collaboration			X	X			X		X	

Sis – Siskiyou

Sol – Solano

Son -- Sonoma

Sta – Stanislaus

Sut – Sutter

Teha -- Tehama

Tri --Trinity

Ven – Ventura

Yub – Yuba

Collaboration Efforts – Partnerships:

Alameda – Food banks and Community Based Organizations (CBOs)	Amador – Health Department and Schools (Meal programs)
Calaveras -- Provides FSP information to their Human Resource Council for their Mobile Food Pantry. They also provide information to food Banks, Head Start, WIC, various Child Care and Parent Services programs.	Colusa – Medi-Cal, APs, IHSS, CWS, Cal-Learn & ILP
Humboldt –“Project Lean” through the public health department	Butte – Food Stamp and Medi-Cal Supervisors attend meeting at Area Agency on Aging. Medi-Cal, CalWORKs, GA
Kern – California Food Policy Advocates, Legal Aid, WIC, School Lunch Program	Imperial – Participates in Homeless Taskforce meetings comprised of many agencies and organization to meet the needs of the homeless population.
Lake – Hunger Task Force Group and the Latino Coalition	Kings – Health Department, Local Rehabilitation, WIA Agency, EDD, Proteus
Los Angeles – LA County Health Promotion Nutrition Program, Schools, CFPA, FSNEP, UCLA Cooperative Extension	Lassen – Rapid Response for business closures and local disasters, Children’s System of Care, Family Resource Centers, CalWORKs, Medi-Cal, GA, Adult and Children’s Services, Mental Health, Alcohol and Drug, Public Health, Public Guardian, Veterans Services, etc.
Mendocino – Healthy Families Outreach, University of California, Veteran’s Services	Monterey – Once a week outreach staff attends WIC classes to provide a basic overview of the FSP. South County Outreach Efforts (SCORE) is a collaborative network of health, education and human services providers that represent public, non-profit and educational agencies
Napa – WIC partnership that provides resource and referral and cross training for staff	Orange – WIC and the Community Development Council
Placer – UC Cooperative Extension, WIC, Health Department and EDD	Riverside – Participates in a pilot project as part of the WIC, FS and Medi-Cal collaboration to increase participation in the FSP.
Sacramento – Foster Care, Senior Nutrition Services, the Unified School District, and various CBOs including the Hunger Commission, Emergency Food and Immigrant Public Benefits Outreach Teams	San Bernardino – WIC Trainings and Medi-Cal referrals. The county also coordinates with the Dept. of Behavioral Health to certify Drug and Alcohol facilities for FS.
San Diego – CalWORKs, Office of Aids Coordination, Aging and Independence Services, Hunger Coalition, Food Bank, WIC, UC Davis (Cooperative Extension), Salvation Army and Senior Nutrition Programs	San Francisco – School District. Attends quarterly outreach meeting with all public assistance programs and has periodic meeting with the Food Bank.
San Luis Obispo – USDA, WIC, EOC, Harvest Bag, Brown Bag, Senior Outreach. Also partners with School Districts	San Mateo – Has a Medi-Cal/Food Stamp policy team that discusses outreach activities
Santa Barbara – School Districts	Santa Clara – Department of Aging and Adult Services, Children’s Health Initiative and County Office of Education.
Santa Cruz – County Health Care Outreach Coalition consisting of public and private agencies, Food 4 Children, Food Bank, WIC and the Child Nutrition Collaborative.	Shasta – The Food Group a coalition that consists of staff from the public health agency, CBO and Faith Based Organizations
Sierra – Local food banks	Solano – St Marks’s Church, Food Banks and WIC
Sonoma – Medi-Cal, Healthy Families, Children’s Health Collaborative, Health Coalition	Stanislaus – Schools, Healthy Start, UC Extension, TANF, Medi-Cal, GA, WIC, Senior Service, First Step and Public Health
Sutter -- Schools	Trinity – County Hunger Committee
Ventura – Medi-Cal, Senior Centers and Public Health	Yolo – Community Health Clinics, County Food Bank Coalition

Out-Stationing of Eligibility Workers:

Of the counties answering the survey, 33 reported that they had out-stationed workers. Counties indicated that workers were located in places such as: Hospitals, WIC, Local Crisis Center, health clinics, family resource centers, Healthy Start centers, one-stop centers, homeless shelters. Senior centers, farmer's markets, Schools, Veteran's Administration Office, Department of Children's Services, drug rehab centers, migrant camps. Some counties have mobile units.

Participation in Community Events:

Many counties participate in: Health Fairs, Job Fairs, Harvest Festivals, Spring Carnivals at Schools, Mariachi Festivals, County Fairs, Community Resource Fairs, Veterans Stand Down and Faith-based events. (Besides Fairs and other community events the following counties also participate in other types of events)

Alameda – WIC, Food Banks

Kern – back-to-school nights, veterans outreach meeting

Kings – Speakers Bureau, Kiwanis, Lions, Navy & Family Service Center, Rotary, LULAC

Merced – Community College Forum

Monterey – Salinas Police "Night Out" and California State University of Monterey Bay Services Provider Learning Center, Once a month at the Food Bank Distribution site

San Luis Obispo – Commodity distribution sites approximately four time a month and has FS workers, applications and information available and provides information at low-income housing sites

Stanislaus – Senior flu clinics

Sutter – Makes monthly visits to Leo Chesney Women's Prison

Ventura – Housing Authority

Yuba – Monthly visits to the Local Air Force Base and the community Connections for Recent Parolees.

Outreach Efforts – Best Practices:

Several Counties indicated that collaborative partnerships with other agencies and CBOs, participation in community based functions where workers can distribute FSP information and applications and answer questions and the out-stationing of workers were among their most important outreach activities.

Colusa – "outreach is easy ...Our offices are small and friendly and the informality eases communication with the client. The atmosphere is our most effective outreach."

Fresno County has a Mobile Intake unit that provides services to people in remote areas with little or no transportation.

Humboldt County has Food Stamp Task Force that consists of members from CWD, local food bank, community action agencies, the public health department, legal aid, etc.

Los Angeles County has a Nutrition Access Committee that is comprised of LA County Department of Public Social Services Food Stamp Program Staff, The Department of Health Services, community food and hunger advocacy groups. This committee continues to identify barriers that prevent eligible households from participating in the FSP and develop solutions to eliminate these barriers. The county also has specially designed FSP educational posters and brochures and disseminates these through CBOs, health facilities, schools, churches, food pantries, grocery markets and neighborhood stores.

Marin County has been working with a Long Term Integration Pilot Program to develop ways to allow people to remain in their homes with assistance. Receipt of FS aids in this effort. The county also visits community centers and works with the Aging Department to encourage the elderly to apply.

Mendocino County has Eligibility Workers and clerical staff out-stationed at Food Banks, Soup Kitchens, Farmers Markets and Senior Centers during peak hours. The county also, concurrently, runs a media campaign in local newspapers and radio stations that promote FS.

Sacramento County's found that one of their most effective outreach efforts is with the "Leavers". When clients fail to complete a CA7 the county sends out an information packet informing them that they still may be eligible, even if they are working.

Monterey County's most effective outreach activities have been the participation in the informational fairs and visiting the WIC site weekly. "The less traditional one-on-one setting can be less threatening and provides a good opportunity to dispel myths about the FSP."

Placer County – "The most effective outreach happens right in our lobby." Clients are able to obtain factual information on nutrition and "smart shopping".

San Bernardino County provides flexible non-traditional office hours for working clients.

San Diego County – Providing FS presentations to agency departments or CBOs linked to target populations works well. Establishing and working with other agencies and organizations provides a network of resources. Making FSP materials, such as flyers, posters, and nutrition information available to those agencies/CBOs working with us

San Francisco County co-locates with other assistance programs and has permanent out-stationed workers.

San Joaquin County has an out-stationed EW at the Lodi Community Center and provides direct assistance within the community.

Santa Clara County works with their Safety Net Committee, a collaborative consisting of 30 organizations, which provides an opportunity for all agencies to work together to identify and meet the food needs of the community.

Siskiyou County has workers that are available for home visits.

Stanislaus County has a Media Campaign and the entire StanWORKs staff is trained to respond to questions generated from the TV and Radio campaign. One-on-One outreach booths have also been effective. The county also has a monthly news letter that is sent to TANF households.

Yolo County has a migrant camp outreach effort that has been very effective.

Outreach Efforts – Future Plans:

Alameda County has applied for a Grant to have EWs going out to CBOs and educate people about the FSP.

Glenn County has applied for a private foundation grant that, if awarded, they will be able to hire workers to provide FSP outreach activities at local schools through presentation and attendance at school functions.

Humboldt County plans to add FSP information to their mail-in Medi-Cal application process. Eventually, the county hops to have a TV commercial to advertise this new service.

Mendocino County plans to implement an Employer Outreach Project that will provide information packets describing benefits provided by Social Services including FS that will be distributed to local businesses.

Monterey County is finalizing procedures for Mail-In Food Stamp Application for use in collaboration with local CBOs.

Sacramento County, in conjunction with the Foster Care Program, holds twice yearly conferences to give information and assistance to Foster Care Children who are “timing out.”

San Diego County plans to link with the Social Security Administration to provide information on the program for the SSA elderly or disabled. On-going follow-up is in place with the Office of Aids Coordination to ensure FS referrals continue and updated FSP information is provided. The county has also applied for an FNS Outreach grant to provide a joint WIC/FS outreach effort in the North County area.

Santa Barbara County will be conducting outreach activities involving their transition to EBT

Santa Clara County is planning a marketing campaign that will include TV, print and bus ads. The campaign will be funded with CalWORKs incentive funding and is aimed at low-income working families.

Yolo is the first county to become active on EBT and will continue doing outreach presentation during orientation. The county is exploring the possibility of partnering with the local WIC office.